

# Services Performance Report

shows compliance with established SLA service targets



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**Service:** High-Throughput Compute and File Storage; Cloud compute

**Period:** 2021-11 - 2022-04

**Date of report:** 23/05/2022

**Date of next report:** 2022-11

**Documentation:** <https://confluence.egi.eu/display/EGISLM/Service+Level+Target+-+Availability+Reliability>

**Related agreements:** <https://documents.egi.eu/document/2874>

## Legend

Underperforming

On Target

BEIJING-LCG2		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
previous reporting period	2021-08	95.41%	100.00%
	2021-09	98.51%	99.63%
	2021-10	99.78%	99.78%
current reporting period	2021-11	99.33%	99.33%
	2021-12	100.00%	100.00%
	2022-01	100.00%	100.00%
	2022-02	100.00%	100.00%
	2022-03	97.69%	100.00%
	2022-04	99.69%	100.00%

CESNET-MCC		Cloud Compute	
		Availability	Reliability
targets		85%	90%

previous reporting period	2021-08	100.00%	100.00%
	2021-09	100.00%	100.00%
	2021-10	98.97%	99.99%
current reporting period	2021-11	100.00%	100.00%
	2021-12	100.00%	100.00%
	2022-01	99.79%	99.79%
	2022-02	99.50%	99.50%
	2022-03	99.38%	99.66%
	2022-04	98.16%	98.16%

CLOUDIFIN		Cloud Compute	
		Availability	Reliability
targets		85%	90%
previous reporting period	2021-08	74.70%	74.70%
	2021-09	97.40%	97.40%
	2021-10	99.99%	99.99%
current reporting period	2021-11	95.39%	95.39%
	2021-12	95.42%	95.42%
	2022-01	100.00%	100.00%
	2022-02	99.42%	99.42%
	2022-03	99.84%	99.84%
	2022-04	100.00%	100.00%

CREATIS-INSA-LYON		High-Throughput Compute	
		Availability	Reliability

targets		85%	90%
preious reporting period	2021-08	39.82%	39.82%
	2021-09	100.00%	100.00%
	2021-10	100.00%	100.00%
current reporting period	2021-11	100.00%	100.00%
	2021-12	100.00%	100.00%
	2022-01	100.00%	100.00%
	2022-02	100.00%	100.00%
	2022-03	100.00%	100.00%
	2022-04	100.00%	100.00%

GRIF		High-Throughput Compute	
		Availability	Reliability
targets		85%	90%
	2021-08	99.81%	99.81%
	2021-09	100.00%	100.00%
	2021-10	100.00%	100.00%
current reporting period	2021-11	100.00%	100.00%
	2021-12	99.60%	99.60%
	2022-01	100.00%	100.00%
	2022-02	100.00%	100.00%
	2022-03	100.00%	100.00%
	2022-04	99.38%	99.38%

IN2P3-CPPM		High-Throughput Compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-08	96.50%	96.50%
	2021-09	100.00%	100.00%
	2021-10	95.98%	95.98%
current reporting period	2021-11	100.00%	100.00%
	2021-12	94.61%	97.64%
	2022-01	100.00%	100.00%
	2022-02	100.00%	100.00%
	2022-03	97.72%	100.00%
	2022-04	100.00%	100.00%

IN2P3-IRES		High-Throughput Compute, File Storage, Cloud compute	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-08	99.86%	99.86%
	2021-09	98.90%	98.90%
	2021-10	96.16%	96.16%
current reporting period	2021-11	99.19%	99.19%
	2021-12	93.69%	94.34%
	2022-01	98.43%	98.43%
	2022-02	99.40%	99.86%
	2022-03	99.52%	99.52%
	2022-04	93.64%	93.64%



INFN-BARI		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-08	99.66%	99.66%
	2021-09	100.00%	100.00%
	2021-10	98.71%	98.71%
current reporting period	2021-11	99.71%	99.71%
	2021-12	99.35%	99.35%
	2022-01	100.00%	100.00%
	2022-02	100.00%	100.00%
	2022-03	91.88%	91.88%
	2022-04	83.97%	83.97%
Explanation			
2022-04	SRM failures		

INFN-CATANIA		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-08	100.00%	100.00%
	2021-09	100.00%	100.00%
	2021-10	93.55%	93.55%
current reporting	2021-11	99.77%	99.77%
	2021-12	99.60%	99.60%
	2022-01	99.84%	99.84%

period	2022-02	21.37%	21.37%
	2022-03	88.90%	88.90%
	2022-04	100.00%	100.00%

**SLA Violation**

A/R under the targets for 2 consecutive months, from 2022-02 to 2022-03

Explanation	Batch system configuration issues.		
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INFN-FERRARA		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-08	100.00%	100.00%
	2021-09	100.00%	100.00%
	2021-10	100.00%	100.00%
current reporting period	2021-11	97.38%	97.38%
	2021-12	100.00%	100.00%
	2022-01	99.28%	99.28%
	2022-02	100.00%	100.00%
	2022-03	99.93%	99.93%
	2022-04	99.78%	99.78%

INFN-PISA		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-08	0.00%	0.00%
	2021-09	0.00%	0.00%
	2021-10	0.00%	0.00%

current reporting period	2021-11	0.00%	0.00%
	2021-12	0.00%	0.00%
	2022-01	49.22%	49.22%
	2022-02	67.91%	67.91%
	2022-03	84.51%	84.51%
	2022-04	96.03%	96.03%

#### SLA Violation

A/R under the targets for 5 consecutive months in the reporting period, from 2021-11 to 2022-03

The SRM issues affecting only the monitoring tests were solved. Additionally, the heavy usage of the webdav service by CMS VO produced some failures in the tests, but also these issues were solved.

GGUS ticket: [https://ggus.eu/index.php?mode=ticket\\_info&ticket\\_id=150818](https://ggus.eu/index.php?mode=ticket_info&ticket_id=150818)

INFN-ROMA3		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
preious reporting period	2021-08	99.62%	99.62%
	2021-09	97.67%	97.67%
	2021-10	97.48%	97.48%
current reporting period	2021-11	98.43%	98.43%
	2021-12	47.13%	47.13%
	2022-01	79.45%	79.45%
	2022-02	89.07%	89.07%
	2022-03	94.48%	94.48%
	2022-04	89.46%	89.46%

#### SLA Violation

A/R under the targets for 4 months in the reporting period

**CE and SRM configuration issues**

NCG-INGRID-PT		High-Throughput Compute and File Storage	
		Availability	Reliability
targets		85%	90%
previous reporting period	2021-08	91.25%	91.25%
	2021-09	66.30%	66.30%
	2021-10	71.80%	71.80%
current reporting period	2021-11	55.68%	55.68%
	2021-12	99.61%	99.61%
	2022-01	100.00%	100.00%
	2022-02	99.96%	99.96%
	2022-03	100.00%	100.00%
	2022-04	97.02%	97.02%

**SLA Violation started from the previous reporting period**

**A/R under the targets for 3 consecutive months, from 2021-09 to 2021-11**

**The failures with the webdav service endpoint affected only the monitoring VO and have been fixed.**